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DIGITAL INDIA – EMPOWERING INDIAN CITIZEN THROUGH TECHNOLOGY

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ABSTRACT

India will become a different nation when it adopts the digital technology. It is supposed that the new drive on promoting mobile connectivity and internet can help India will make huge growth in the digital world. The aim of this paper is to understand the concept and advantage of Digital India, service launched through Digital India and future scope of Digital India. The second main objective of this paper is to find out the limitations in implementing the digital India program. This paper is based upon the secondary data. With the help of digital India the rural areas will be connected to the internet & provide them access to basic online services. The main benefit of this programme is to save valuable time because people don't need to stand in a Queue. Digital Locker, Bharat Net, e-Sign, e-Health, e-Education, e-Kranti, National Scholarship Portal, Swacch Bharat Mission, Wi-Fi Hotspots are the main service which is launched through Digital India. The expectation of India from the digital India programme is to improve the Information Technology interface for getting the maximum coverage with the help of e-Governance and e-Service in the world. A Digital interface is convenient to both the government as well as the public also. The main agenda of this scheme is that the government of India wants to build every family and every human being digitally empowered.

Keywords: *-Digital India, Government of India, Technology, e-Governance.*

INTRODUCTION

This is the 21st Century and it this time India must struggle to meet the aspirations of its people where the services of the government can reach at door to door for the help of people and also contribute in the direction of a long-lasting positive impact."India lives in villages" said the Father of the Nation, Mahatma Gandhi. The former Prime Minister of India Shri Atal Bihari Vajpayeesaid said on a television on 22 March 1998 "The Government will strive hard to make India a global Information Technology power – specifically, [we will] make India one of the largest generators and exporters of software in the world – within 10 years". The Prime Minister also recommend professionals to deal with the three national tasks in which he wants to enlarge the role of languages in computers, by using internet it improve the government-citizen interface and wants to improve facility of IT applications for rural development and agriculture. (Nikam et. al, 2004) According to a report of 2015, in India by 2019 around 2.5 lakh villages will have the phone connectivity and broadband connection also. With the help of Digital technique the country imports cost will be turn zero and India will have 4,00,000 Public Internet Access Points. The educational institutions which include schools and universities will also have Wi-Fi facility which is very helpful in different activity. The honorable prime minister said in his speech "I see technology as a means to empower and as a tool that bridges the distance between hope and opportunity& Digital India is an enterprise for India's transformation on a scale that is, perhaps, unmatched in human history".

OBJECTIVES OF THE STUDY

- To realize the concept and advantage of Digital India.
- Identify the main service launched through Digital India.
- Identify the future scope of Digital India.

RESEARCH METHODOLOGY

In research problem the data collection methods are an vital part. There are various ways of collecting the data. There are two ways of data collection primary data and secondary data. This paper is purely based upon the secondary data. Secondary data related to previous studies and other reliable sources like various journals books, and online magazines. Digital India is a very latest topic so the research journal on this topic is very few.

REVIEW OF LITERATURE

Kaur& Neena (2014) investigated the extent of ICT circulation in India and also estimate inter-state technology divide. The results of the study showed that the top ICT player states in India are mostly south countries like Kerala, Tamil Nadu, Karnataka and in north side countries Punjab, HP. and the poor player of digital India are Uttar Pradesh, Bihar, Orissa and Assam. The study showed that telecom diffusion index will affect the size of the digital divide between both the group large groups and little groups as well as between high groups and medium groups. During 2001-06 and 2006-12 for all states of India the change in the value of digital divide is negative.

Mistry (2005) developed a theoretical frame to represent how the digital divine is formed and how it can be bridged a good framework in under-developed nations. The government role whether it is direct or indirect is famous in order to explain a variety of ways in which public institutions can make possible bridging the digital divide. With respect to economical development, the Government can also play a more direct role with the help of digital divine.

James (2004) found that ICT in general and the internet usage is measured by the difference between rich and poor countries and the global digital divide was also measured in rich and poor countries. The problem was found in India which are the under developed countries that how can the uneducated people got advantage from the internet with lacking of the computers knowledge and internet connectivity. This problem can be solving with the help of intermediaries who can transfer the knowledge available on the technology to the illiterate person. By using this idea in India it is found that at least 30% people can take benefit from this idea.

Digital India- What it means

According to the Wikipedia website "Digital India is an plan by the Government of India to ensure that Government services are made available to citizens electronically by improving online infrastructure and by increasing Internet connectivity". The scheme was started on 1 July 2015 by the great effort of our honorable Prime Minister Mr. Narendra Modi. Digital India is a programme to prepare India for a knowledge future. The main aim of this plan is to connect the rural areas with high-speed of network. Digital India is an motivated programme of the Indian Government whose cost is worth Rs 1,13,000 crores. Department of Electronics and Information Technology (DEITY) play a crucial role in implementation of digital India. This will impact on the ministry of Communication & IT, rural development, HR department & health department. The main focus of this project is to transformative the helps which prove the popular equation i.e. "IT+IT= IT, which means India Today + Information Technology = **India Tomorrow"**.

Digital India is basically a joint effort of the Government of India to connect rural area with the help of internet & provide them access to basic online services. The aim of this programme is to change India into a digitally powerful society and knowledgeable country by influencing IT as a growth engine of new India.The main benefit of this programme is to save valuable time because people don't need to stand in a Queue.

There are three most important components of digital India which are following

- The formation of digital infrastructure
- Delivering the services digitally
- Digital literacy

HOW DIGITAL INDIA CAN CHANGE OUR LIFE

No more submitting documents: -As the part of the programme, the government has announced a Digital Locker service. The aim of this is that people able to store all the government issued documents in this digital locker & share these documents with government departments whenever required.

No need for standing in queue to submit driving license application: - This mean that no longer have to go to the RTO office to submit your driving license application. A person can submit the application online. This application will be signed with your signature digitally & the payment of fee will be through government e-pay service.

Internet in Panchayats: - As a part of Digital India programme, government is setting up Bharat Net, a high speed network for internet connectivity all over the country. Internet would use optical fiber cables & will enable Panchayat across the country to have high-speed web connectivity.

Modern Post-offices: -Post-offices will work function as cyber cafes, which help those people also who don't have the internet connection. With Digital India programme, the government wants to transform post offices into multi service kiosks. People can deliver e-mails through internet connected computers.

Hotspots Everyone: -Bharat Sanchar Nigam Ltd. Help in Wi-Fi hotspots in all over India, so that people with laptops and smartphones can connect with Wi-Fi & access web service. BSNL has hotspots at 53 locations. At the end of 2015 BSNL wanted to cover 250 locations with at least 2500 hotspots in the country.

Doctor Appointment Online: -As a part of Digital India programme, all the government hospital is connected with e-services. This programme is known as "The Online Registration System".

TOP 10 SERVICES LAUCHED BY THE GOVERNMENT IN DIGITAL INDIA

1. Digit Locker
2. Bharat net
3. My Gov App
4. e-Sign
5. National Scholarship Portal
6. Swacch Bharat Mission(SBM) App
7. e-Education
8. e-Health
9. Wi-Fi Hotspots.
10. E-Kranti

Under this programme the Indian government launched the following services: -'DIGILOCKER' started under the supervision of our honorable Prime Minister Shri Narendra Modi. Online lockers can securely save a variety of digital files in a virtual space. 'DIGILOCKER' is a secure place for storing online document. The people of India will be able to avail a maximum of 10 MB storage space by using their Aadhaar Number. The second service is Bharat Net Programme, under this scheme the government wants to establish and improve the internet services in the rural areas for connecting the Gram Panchayats to the digitally world. Our government has specified licenses to some Internet Service Providers (ISP) like BSNL, Airtel, Reliance Jio and Airtel, Aircel etc to provide network in Jammu and Kashmir also. Under this project, around 250,000 gram panchayats will connect a very high-speed digital highway. This is the largest scheme in the world which use optical fiber in the rural broadband project. For promoting the active participation of Indian people Indian Government launch a new project which name is **"**MERI SARKAR". The National Informatics Center (NIC) is managed this website. In the first week of august 2014, around 1,00,000 people registered under My Gov programme. The main benefit of this app is that Indian citizen can announced their thoughts, views and ideas or put any question to the PM directly with the help of all India Radio. Under the National Scholarships Portal the students can apply directly for all the scholarships which are provided by the Indian government. This helps in the submission of student application, verification, sanction and distribution of the scholarships without any different. This main aim of this scheme is to make faster and well-organized manner of scholarship applications and send the scholarships directly in the account of the students within time through the process of Direct Benefit Transfer (DBT). The next initiative programme is e-health which is a rising field in improvement of medical informatics, public health and business. This is very helpful in the movement of health resources and health care by electronic means. There are three main areas of e-health in which the first is the transfer of health related information with the help of internet and telecommunication, second is the use of e-commerce to develop public health services and last but not the least is to use e-commerce and e-business practices in health systems management. The main advantage of e- health is low cost, easily accessible and providing anonymity to users. Like e-health, e-education is also a same concept which is launched under the digital India. E-education or online education has become one of the most popular ways of gaining access to education. E-education changes the students experience as well as the instructor's. In this, class time does not require we can watch the lecture whenever you are free. In the 21st century e-education has a distinctive capability to carry all the unrestricted by time or place for the learners. The main advantages of e-education are no need to go in the classroom, 24*7 access, reduce travel time, improve internet skills.The ministry of drinking water and sanitation, government of India monitoring of progress under the Swachh Bharat Mission, at the central level. Swacch Bharat Mission (SBM) App is a app for achieving the goal of Swacch Bharat which is mainly used by people and government organizations. The Mobile based application of Swachh Bharat Mission (mSBM) has been developed by National Informatics Center (NIC). This App will be used only with Android phone where a user can upload the photographs of toilets, reported in SBM MIS. The main of this app is that the mobile application is very helpful for the user to capture the photos with date and time of recording. A **hotspot** is "a physical location that offers Internet access over a wireless local area network (WLAN) through the use of a router connected to a link to an Internet service provider". Hotspots typically use Wi-Fi technology. BSNL has taken this opportunity for deployment of Wi-Fi hotspots throughout the country within the time. The user can latch on the BSNL Wi-Fi network through their mobile devices. Under the Digital India Programme the government of India try to access the hotspot all over the country at free of cost.

LIMITATIONS IN GROWTH OF DIGITAL INDIA

The limitations involved in the exponential growth of Digital India can be classified into two categories namely Technical and non-technical (Dutta, 2015).

1) **Technical Problems:** These are the following some technical problems in reaping the full benefits of service provision under Digital India-

i) ***Technical illiteracy:*** Technology literacy means the ability to appropriately select and responsibly use technology. Most of the people in India are not technically well-educated. This is the main problem in development of digital India.

ii) ***Infrastructure:*** There is different lack in establishing the infrastructure like internet, technology, electricity and ways of communication will influence the speed in development of digital India.

iii) ***Recognition of applications:*** All the citizens of India are not well aware about the facilities offered by digital India so that the citizen should be ready to accept these facilities.

iv) ***Security and privacy:*** The security and privacy of data is very necessary. If there is not any security of the data, then nobody wants to use the e-services. Peoples are think that they can't prevent their private data from being used wrongly by the hacker, so they think that e-services websites are not secure enough and avoid the e-services.

v) ***Authentication:*** With the help of digital signature the authentication of citizen services can be verified before they use the online services, but this is very expensive method and it also requires frequent maintenance.

2) **Non-technical Problems:** India is a large country which has rural areas population approximately 70% of their total population. These are the following some non-technical problems-

i) ***Population:*** In implementing digital India population of India is one of the biggest challenges. India's population is on second number in the world and it is impossible to the government to provide the internet facility to the large number of people.

ii) ***Services are not accessible easily:*** In India the internet users are growing but still there is a major problem that most of the people is not easily able to access digital India activities.

iii) ***Lack of awareness in people:*** After the completion of around two and a half year of this project still most of the people don't have the awareness about this project and for increasing the awareness the government does not pay attention to make the people about digital India activities. There is a lack of awareness in people.

iv) ***Implementation Cost:*** In the path of implementation of digital India, the other problem is the cost. Most of the people live below poverty line in developing countries like India and they are not able to buy the computers, internet connection etc (Dashora,2017).

v) ***Low Literacy:*** The literacy rate of India is very low which is a huge barrier in implementation of digital India. Most of the people in India cannot understand English. Literacy can be defined as the ability to read and write with understanding in any language.

vi) ***Language Dominance:*** 90% of the population of India cannot speak English and on the internet all the things are in English language. Due to the vast dominance of English, computers and the internet are quite useless in Indian villages

FUTURE SCOPE OF DIGITAL INDIA

The future expectation from Digital India Project is that it will unlock the path for wide contribution from the private sector. This main difficulty for the private sector is that the governmental projects have an endless delay as compared to their estimated time. Most of the people are not digitally literate even they don't know how to operate a computer in India, this is a main problem in implementing the project. Through this problem people from all part of India can't take benefit of this service. If the e-Governance system is not easy to access, then the users has difficulty in using it. The government should provide security which helps in increasing the number of users and anyone can't take advantage from their data.

CONCLUSION

With the help of all above scheme, India is supposed to be get maximum revelation and will lead in the world with IT interface, e-Governance and e-Service. With the help of these 'e' services like e-education, e-health and e-banking the expectation from the Indian organisations is to leave the best effect in the world. The main benefit of this programme is to save valuable time because people don't need to stand in a Queue. The successfully implementation of digital India will help the government to involve the people in a more well-organized way. A Digital interface is convenient to both the government as well as the public also. As part of the digital agenda, the government main agenda of digital India is that the government wants to make every family and every human being digitally empowered.

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